

This listing of claims will replace all prior versions, and listings, of the claims in the application:

Listing of Claims

Claim 1 (Currently amended). A method comprising:

receiving a storable representation of an audio/video interaction between an agent of a business and a customer;

analyzing the storable representation, wherein during the analyzing an analyst observes the storable representation and performs an evaluation of the visual and audio aspects of the audio/video interaction to determine analysis data that are related to a quality of service ~~quality~~ provided to the customer by the agent; and

inputting the generating analysis data into a data processing device, wherein the analysis data is derived from the visual aspects of the audio/video interaction associated with the analyzing.

Claim 2 (Original). The method of claim 1, wherein the business is located in a first geographic area and the analyzing occurs in a second geographic area and the second geographic area is subject to a geographic wage attenuator.

Claim 3 (Original). The method of claim 1, wherein the agent and the customer are face-to-face during the audio/video interaction.

Claim 4 (Original). The method of claim 1, wherein the agent and the customer are not face-to-face during the audio/video interaction.

Claim 5 (Currently amended). The method of claim 1, ~~wherein a device is used to obtain the storable representation of the audio/video interaction~~ wherein the analyst is one of a group of calibrated analysts who have been trained to produce scores within a set deviation of each other in response to a common input.

Claim 6 (Currently amended). The method of claim 5, ~~wherein the device is selected from the group consisting of a video telephone, a workstation, an audio/video monitoring system, a lap top computer, a personal data assistant, a tablet computer and a wearable computer~~ a calibration selected from the group consisting of an internal calibration, a client calibration, an anonymous transaction simulation, and a quality audit has been applied to the analysts.

Claim 7 (Original). The method of claim 1, further comprising:
transmitting the storable representation to a second geographic area.

Claim 8 (Original). The method of claim 1, wherein the analyzing occurs at a frequency that requires at least one of the agent's audio/video interactions per day to be analyzed for service quality.

Claim 9 (Original). The method of claim 1, wherein the analyzing occurs at a frequency selected from the group consisting of at least once per day, more than once per day and a frequency sufficient to provide a statistically relevant sample of the agent's audio/video interactions.

Claim 10 (Original). The method of claim 1, further comprising:
informing the agent of at least one agent performance element that could be performed even better.

Claim 11 (Original). The method of claim 10, further comprising:
notifying the agent of at least one agent performance element that was well performed.

Claim 12 (Original). The method of claim 1, further comprising:
providing a training tip for the agent based on the analyzing.

Claim 13 (Currently amended). The method of claim 1, ~~further comprising:~~
~~transferring a debit or a credit in exchange for analyzing the audio/video~~
~~interaction~~wherein during the evaluation the analyst uses a criterion selected from the
group consisting of did the agent projected a confident visual appearance, what effect did
the agent's body language have on the customer, did the agent make sufficient eye contact
with the customer, did the customer appear at ease, and did the customer appear to
become upset during the course of the interaction.

Claim 14 (Currently amended). An apparatus comprising:

a storage device, the storage device is configured to receive and store a plurality of storable representations of an audio/video interactions between an agents of a business and a customers of the business, the storable representations are ~~is capable of being~~ analyzed by analysts to estimate analysis data, wherein the analysis data is related to a quality of ~~for service quality by an analyst;~~ and

an analysts console, the analyst's console is configured to access the storage device and to facilitate the input of ~~report generator configured to generate analysis data,~~ the analysis data representing an estimate of the quality of service rendered by the agents to the customers.

Claim 15 (Currently amended). The apparatus of claim 14, wherein the business is located in a first geographic area and the storable representations are ~~is~~ analyzed for ~~service quality of service~~ in a second geographic area and the second geographic area is subject to a geographic wage attenuator.

Claim 16 (Currently amended). The apparatus of claim 14, wherein ~~the~~ an agent and ~~the~~ a customer are face-to-face during the audio/video interaction.

Claim 17 (Currently amended). The apparatus of claim 14, wherein ~~the~~ an agent and ~~the~~ a customer are not face-to-face during the audio/video interaction.

Claim 18 (Currently amended). The apparatus of claim 14, wherein a device is used to obtain ~~the~~ a storable representation of ~~the~~ an audio/video interaction.

Claim 19 (Original). The apparatus of claim 18, wherein the device is selected from the group consisting of a video-telephone, a workstation, an audio/video monitoring system, a lap-top computer, a personal data assistant, a tablet computer and a wearable computer.

Claim 20 (Original). The apparatus of claim 15, further comprising a communication link to facilitate communications between the first geographic area and the second geographic area.

Claim 21 (Original). The apparatus of claim 20, wherein the communication link further comprises a satellite.

Claim 22 (Currently amended). The apparatus of claim 14, wherein an analysis frequency applied to ~~the~~ an agent's audio/video interactions is selected from the group consisting of at least once per day, more than once per day and a frequency sufficient to provide a statistically relevant sample of the agent's audio/video interactions.

Claim 23 (Currently amended). The apparatus of claim 14, wherein at least one ~~of the~~ agent's audio/video interactions per day is analyzed for a quality of service ~~quality~~.

Claim 24 (Original). The apparatus of claim 14, wherein the analysis data further comprises:

an agent performance element that could be performed even better.

Claim 25 (Original). The apparatus of claim 24, wherein the analysis data further comprises:

an agent performance element that was well performed.

Claim 26 (Original). The apparatus of claim 14, wherein the analysis data further comprises:

a training tip for the agent based on analyzing the agent's audio/video interactions.

Claim 27 (Currently amended). The apparatus of claim 22, further comprising:

a data base comprising a plurality of analysis data collected from ~~the~~ an agent.

Claim 28 (Currently amended). The apparatus of claim 23, further comprising:

a data base comprising a plurality of analysis data collected from the agents.

Claim 29 (Original). The apparatus of claim 15, wherein the first geographic area is the United States of America and the second geographic area is selected from the group consisting of Botswana, Fiji, India, Kenya, Liberia, Nigeria, South Africa, Swaziland, Tanzania and the Philippines.

Claim 30 (Original). The apparatus of claim 15, wherein the first geographic area is the United States of America and the second geographic area is external to the United States of America.

Claim 31 (Original). The apparatus of claim 15, wherein the first geographic area is the United States of America and the second geographic area is selected from the group consisting of Argentina, Dominican Republic, Ecuador, El Salvador, Equatorial Guinea, Republic of the Congo, Mexico, Nicaragua, Panama and Uruguay.

Claim 32 (Original). The apparatus of claim 15, wherein the first geographic area is France and the second geographic area is selected from the group consisting of Algeria, Rwanda, Senegal and Haiti.

Claim 33 (Currently amended). The apparatus of claim 14, wherein both the first geographic area and the second geographic area are part of the same country~~a debit or a credit is transferred in exchange for analysis of the audio/video interaction.~~

Claim 34 (Currently amended). A method comprising:
monitoring in real time an audio/video interaction between an agent of a business and a customer;

analyzing the audio/video interaction, wherein during the analyzing an analyst observes the storable representation and evaluates the visual aspects of the audio/video

interaction to determine ~~the~~ analysis data that are related to a quality of service quality provided to the customer by the agent; and

inputting the ~~generating~~ analysis data into a data processing device, wherein the analysis data is derived from the visual aspects of the audio/video interaction associated with the analyzing.

Claim 35 (Currently amended). The method of claim 34, wherein the business is located in a first geographic area the analyzing occurs in a second geographic area and the second geographic area is subject to a geographic wage attenuator, and both geographical areas share at least one language in common.

Claim 36 (Original). The method of claim 34, wherein the analyzing occurs at a frequency that requires at least one of the agent's interactions per day to be analyzed for service quality.

Claim 37 (Currently amended). The method of claim 34, wherein the audio/video interaction further comprises data associated with the audio/video interaction and the analyst uses the data during the evaluation of the audio/video interaction.

Claim 38 (Original). The method of claim 34, further comprising:

informing the agent of at least one agent performance element that could be performed even better.

Claim 39 (Original). The method of claim 38, further comprising:

notifying the agent of at least one agent performance element that was well performed.

Claim 40 (Original). The method of claim 34, further comprising:

providing a training tip for the agent based on the analyzing.

Claim 41 (Currently amended). The method of claim 34, ~~further comprising:~~

~~transferring a debit or a credit in exchange for analysis of the audio/video~~
interaction wherein during the evaluation the analyst uses a criterion selected from the
group consisting of did the agent projected a confident visual appearance, what effect did
the agent's body language have on the customer, did the agent make sufficient eye contact
with the customer, did the customer appear at ease, and did the customer appear to
become upset during the course of the interaction.

Claim 42 (Currently amended). An apparatus comprising:

a receiver configured to receive an audio/video interaction between an agent of a business and a customer, the audio/video interaction is capable of being analyzed for service quality by an analyst in real time; and

a console, the console is configured to facilitate input of ~~report generator configured~~
~~to generate~~ analysis data, the analysis data indicating the a quality of service rendered by the agent to the customer after the agent's performance is analyzed by at least one analyst, wherein during the analyst's analysis of audio/video interaction, the analyst uses a criterion

selected from the group consisting of did the agent projected a confident visual appearance, what effect did the agent's body language have on the customer, did the agent make sufficient eye contact with the customer, did the customer appear at ease, and did the customer appear to become upset during the course of the interaction.

Claim 43 (Original). The apparatus of claim 42, wherein the business is located in a first geographic area and the audio/video interaction is capable of being analyzed for service quality in a second geographic area and the second geographic area is subject to a geographic wage attenuator.

Claim 44 (Original). The apparatus of claim 42, wherein the agent and the customer are face-to-face during the audio/video interaction.

Claim 45 (Original). The apparatus of claim 42, wherein the agent and the customer are not face-to-face during the audio/video interaction.

Claim 46 (Original). The apparatus of claim 42, wherein a device is used to obtain the storable representation of the audio/video interaction.

Claim 47 (Original). The apparatus of claim 46, wherein the device is selected from the group consisting of a video-telephone, a workstation, an audio/video monitoring system, a lap-top computer, a personal data assistant, a tablet computer and a wearable computer.

Claim 48 (Original). The apparatus of claim 43, further comprising:

a communication link to facilitate communications between the first geographic area and the second geographic area.

Claim 49 (Original). The apparatus of claim 48, wherein the communication link further comprises a satellite.

Claim 50 (Original). The apparatus of claim 42, wherein an analysis frequency applied to the agent's audio/video interactions are selected from the group consisting of at least once per day, more than once per day and a frequency sufficient to provide a statistically relevant sample of the agent's audio/video interactions.

Claim 51 (Currently amended). The apparatus of claim 42, wherein at least one of the agent's audio/video interactions per day is analyzed for a quality of service quality.

Claim 52 (Original). The apparatus of claim 42, wherein the analysis data further comprises:

an agent performance element that could be performed even better.

Claim 53 (Original). The apparatus of claim 52, wherein the analysis data further comprises:

an agent performance element that was well performed.

Claim 54 (Original). The apparatus of claim 42, wherein the analysis data further comprises:

a training tip for the agent based on analyzing the agent's audio/video interaction.

Claim 55 (Currently amended). The apparatus of claim 50, further comprising:

a data base comprising a plurality of analysis data based on the agent's audio/video interactions.

Claim 56 (Currently amended). The apparatus of claim 51, further comprising:

a data base comprising a plurality of analysis data based on the agent's audio/video interactions.

Claim 57 (Original). The apparatus of claim 42, wherein the audio/video interaction further comprises a telephone call.

Claim 58 (Original). The apparatus of claim 42, wherein the audio/video interaction further comprises an email message.

Claim 59 (Original). The apparatus of claim 43, wherein the first geographic area is the United States of America and the second geographic area is selected from the group consisting of Botswana, Fiji, India, Kenya, Liberia, Nigeria, South Africa, Swaziland, Tanzania and the Philippines.

Claim 60 (Original). The apparatus of claim 43, wherein the first geographic area is the United States of America and the second geographic area is external to the United States of America.

Claim 61 (Original). The apparatus of claim 43, wherein the first geographic area is the United States of America and the second geographic area is selected from the group consisting of Argentina, Dominican Republic, Ecuador, El Salvador, Equatorial Guinea, Republic of the Congo, Mexico, Nicaragua, Panama and Uruguay.

Claim 62 (Original). The apparatus of claim 43, wherein the first geographic area is France and the second geographic area is selected from the group consisting of Algeria, Rwanda, Senegal and Haiti.

Claim 63 (Original). The apparatus of claim 42, wherein analysis of the audio/video interaction results in the transfer of a debit or a credit.

Claim 64 (Currently amended). A method comprising:

~~receiving a storable representation of an audio/video interaction between an agent of a business and a customer wherein the business is located in a first geographic area;~~

~~analyzing the a storable representation of an audio/video interaction between an agent of a business and a customer, in a second geographic area, wherein during the analyzing an analyst observes the storable representation and performs an evaluation of the visual and audio aspects of the audio/video interaction to determine the analysis data~~

that are related to a calibrated quality of service quality provided to the customer by the agent, wherein the analyst evaluates the agent's interactions at a high frequency ~~wherein the second geographic area is subject to a wage attenuator;~~

~~utilizing wage attenuation to reduce a cost of analyzing the audio/video interaction in the second geographic area relative to a cost of analyzing the audio/video interaction in the first geographic area; and~~

inputting the generating analysis data into a data processing device, wherein the analysis data is derived from the visual aspects of the audio/video interaction associated with the analyzing, and the analyst is one of a group of calibrated analysts who have been trained to produce scores within a set deviation of each other in response to a common input, wherein a calibration selected from the group consisting of an internal calibration, a client calibration, an anonymous transaction simulation, and a quality audit has been applied to the analysts.

Claim 65 (Currently amended). The method of claim 64, wherein the analyzing occurs at a frequency that requires at least one of the agent's audio/video interactions per day to be analyzed for a quality of service quality.

Claim 66 (Currently amended). The method of claim 65, wherein the audio/video interaction further comprises data associated with the audio/video interaction and the analyst uses the data during the evaluation.

Claim 67 (Original). The method of claim 66, further comprising:

notifying the agent of at least one agent performance element that was well performed; and

informing the agent of at least one agent performance element that could be performed even better.

Claim 68 (Original). The method of claim 67, further comprising:

providing a training tip for the agent based on the analyzing.

Claim 69 (Original). The method of claim 68, further comprising:

transferring a debit or a credit in exchange for the analyzing.

Claim 70 (Original). The method of claim 64, wherein the agent and the customer are face-to-face during the audio/video interaction.

Claim 71 (Original). The method of claim 64, wherein the agent and the customer are not face-to-face during the audio/video interaction.

Claim 72 (Original). The method of claim 64, wherein a device is used to obtain the storable representation of the audio/video interaction.

Claim 73 (Original). The method of claim 72, wherein the device is selected from the group consisting of a video-telephone, a workstation, an audio/video monitoring system, a lap-top computer, a personal data assistant, a tablet computer and a wearable computer.

Claim 74 (Currently amended). An apparatus comprising:

a plurality of storable representations of an audio/video interactions arising between an agent of a business and a customers, wherein the customers is are in a first geographic area;

a communication link to transfer the storable representations to a second geographic area; and

a storage device coupled with the communication link, to store the storable representations wherein the storable representations is are capable of being analyzed for quality of service quality in the second geographic area by an analysts, wherein the analysts observe the storable representations and perform evaluations of the visual and audio aspects of the audio/video interactions to determine analysis data that are related to quality of service provided to the customers, and the second geographic area is subject to a geographic wage attenuator.

Claim 75 (Original). The apparatus of claim 74, wherein at least one of the agent's audio/video interactions per day is analyzed for service quality in the second geographic area.

Claim 76 (Currently amended). The apparatus of claim 75, wherein analyzed for quality of service quality includes scoring the agent according to predefined criteria.

Claim 77 (Currently amended). The apparatus of claim 76, wherein predefined criteria includes scoring the agent according to criteria developed by sampling agent performance at least once a day on a substantially continuing basis.

Claim 78 (Currently amended). The apparatus of claim 76, wherein during the analysis the analyst uses a criterion selected from the group consisting of did the agent projected a confident visual appearance, what effect did the agent's body language have on the customer, did the agent make sufficient eye contact with the customer, did the customer appear at ease, and did the customer appear to become upset during the course of the interaction~~the business is to transfer a debit or a credit in exchange for analysis of the audio/video interaction.~~

Claim 79 (Original). The apparatus of claim 74, wherein the agent and the customer are face-to-face during the audio/video interaction.

Claim 80 (Original). The apparatus of claim 74, wherein the agent and the customer are not face-to-face during the audio/video interaction.

Claim 81 (Original). The apparatus of claim 74, wherein a device is used to obtain the storable representation of the audio/video interaction.

Claim 82 (Original). The apparatus of claim 81, wherein the device is selected from the group consisting of a video-telephone, a workstation, an audio/video monitoring system, a lap-top computer, a personal data assistant, a tablet computer and a wearable computer.

Claim 83 (Currently amended). A data base comprising:

analysis data corresponding to analyzed audio/video interactions between an agent and customers, wherein the agent's performance is analyzed at least ~~once~~ X times a day and analysis of the audio/video interactions proceeds on a substantially continuing basis by a group of calibrated analysts wherein a calibration technique selected from the group consisting of an internal calibration, a client calibration, an anonymous transaction simulation, and a quality audit has been applied to the calibrated analysts and X is greater than or equal to one.

Claim 84 (Currently amended). The apparatus data base of claim 83, wherein analysis data further comprises:

an agent performance element that was well performed.

Claim 85 (Currently amended). The apparatus data base of claim 83, wherein analysis data further comprises:

an agent performance element that could be performed even better.

Claim 86 (Currently amended). The apparatus data base of claim 83, wherein analysis data further comprises:

a training tip for the agent based on analyzing the agent's interaction with a customer during an audio/video interaction.

Claim 87 (Currently amended). A computer readable medium containing executable computer program instructions, which when executed by a data processing system, cause the data processing system to perform a method comprising:

accessing ~~receiving~~ a storable representation of an audio/video interaction between an agent of a business and a customer;

playing the storable representation, wherein during the playing an analyst observes the storable representation and performs an evaluation of the visual aspects of the audio/video interaction to determine analysis data that are related to a quality of the service ~~quality~~ provided to the customer by the agent; ~~and~~

receiving ~~generating the~~ analysis data; ~~and associated with the quality of service.~~

storing the analysis data into a data base.

Claim 88 (Original). The computer readable medium of claim 87, wherein the business is located in a first geographic area and the playing occurs in a second geographic area and the second geographic area is subject to a geographic wage attenuator.

Claim 89 (Original). The computer readable medium of claim 87, wherein the agent and the customer are face-to-face during the audio/video interaction.

Claim 90 (Original). The computer readable medium of claim 87, wherein the agent and the customer are not face-to-face during the audio/video interaction.

Claim 91 (Currently amended). The computer readable medium of claim 87, wherein the analyst is one of a group of calibrated analysts who have been trained to produce scores within a set deviation of each other in response to a common input~~a device is used to obtain the storable representation of the audio/video interaction.~~

Claim 92 (Currently amended). The computer readable medium of claim 91, wherein a calibration selected from the group consisting of an internal calibration, a client calibration, an anonymous transaction simulation, and a quality audit has been applied to the analysts~~the device is selected from the group consisting of a video telephone, a workstation, an audio/video monitoring system, a lap-top computer, a personal data assistant, a tablet computer and a wearable computer.~~

Claim 93 (Currently amended). The computer readable medium of claim 87, wherein the playing occurs at a frequency that requires at least one of the agent's audio/video interactions per day to be analyzed for service quality.

Claim 94 (Currently amended). The computer readable medium of claim 93, wherein the audio/video interaction further comprises data associated with the audio/video interaction, and the data is used during the evaluation by the analyst.

Claim 95 (Original). The computer readable medium as set forth in claim 94, the method further comprising:

notifying the agent of at least one agent performance element that was well performed; and

informing the agent of at least one agent performance element that could be performed even better.

Claim 96 (Currently amended). The computer readable medium of claim 95, ~~the method further comprising:~~

~~transferring a debit or a credit in exchange for analysis of the audio/video interaction~~
wherein during the evaluation the analyst uses a criterion selected from the group consisting of did the agent projected a confident visual appearance, what effect did the agent's body language have on the customer, did the agent make sufficient eye contact with the customer, did the customer appear at ease, and did the customer appear to become upset during the course of the interaction.

Claim 97 (Currently amended). An apparatus comprising:

a processor;

a reader coupled with the processor; ~~and~~

a data input device configured with the processor to accept input from an analyst;

and

a computer readable medium containing executable computer program instructions, which when executed by the apparatus, cause the apparatus to perform a method comprising:

~~accessing~~ receiving a storable representation of an audio/video interaction between an agent of a business and a customer;
playing the storable representation, wherein during the playing the analyst observes the storable representation and performs an evaluation of the visual aspects of the audio/video interaction to determine analysis data that are related to a quality of the service quality provided to the customer by the agent; and
~~receiving~~ generating the analysis data; and ~~associated with the quality of service.~~
storing the analysis data into a data base.

Claim 98 (Currently amended). The apparatus of claim 97, further comprising:

a data display configured with the processor to facilitate determining the quality of service ~~quality of~~ within the audio/video interaction; and
~~a data input device configured with the processor to accept input from an analyst, wherein the input is part of the analysis data.~~

Claim 99 (Original). The apparatus of claim 97, wherein the data input device is selected from the group consisting of a computer mouse, a pointing device, a keyboard, and a microphone.

Claim 100 (Original). The apparatus of claim 97, wherein the audio/video interaction further comprises data associated with the audio/video interaction.

Claim 101 (Original). The apparatus of claim 97, wherein the agent and the customer are face-to-face during the audio/video interaction.

Claim 102 (Original). The apparatus of claim 97, wherein the agent and the customer are not face-to-face during the audio/video interaction.

Claim 103 (Original). The apparatus of claim 97, wherein a device is used to obtain the storable representation of the audio/video interaction.

Claim 104 (Original). The apparatus of claim 103, wherein the device is selected from the group consisting of a video-telephone, a workstation, an audio/video monitoring system, a lap-top computer, a personal data assistant, a tablet computer and a wearable computer.